



Royal Yacht Club of Victoria

Volunteers@Royals

Operational Guidelines

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Volunteer Operational Guidelines

The Royal Yacht Club of Victoria (RYCV or the Club) relies on volunteers to facilitate the smooth operation of the Club through the provision of services including the direction and management of the Club, Committee function and participation and as regular support to the committees, sailing and social activities.

1. Our commitment

A mutual obligation exists between RYCV and our volunteers. Volunteers do not replace paid staff but like staff, volunteers expect the Club to provide safe, meaningful work and a well-managed Club environment with clearly stated rules.

The Club must ensure that the necessary legal safeguards are in place to protect volunteers whilst carrying out their duties. The Club will listen to volunteers to learn how we can best support them in their work and, we have an obligation to recognise and reward volunteering effort. The Club is committed to applying the [Volunteering Australia National Standard](#).

2. Operational guidelines

The RYCV Volunteer Operational Guidelines sets out the protocols for the management of the Club's Volunteer Program.

3. Charter of mutual obligation

The mutual obligation charter is the shared commitment to the value of the voluntary endeavour.

RYCV will	Volunteers will
Regard volunteers as members of our team and recognize their contribution	Be team players and support the work of the team
Value the time, energy and commitment of volunteers and not make unreasonable demands	Be flexible and reasonable and follow through with commitments
Treat members, volunteers and each other with respect and courtesy	Treat other volunteers, members and each other with respect and courtesy
Be open, honest and fair in our dealings with volunteers	Be open, honest and fair in their volunteer roles
Make sure volunteers have safe and healthy working conditions and appropriate insurance cover	Take responsibility for own health and safety and not put at risk the health and safety of others
Provide relevant training and coaching to help volunteers with their work	Participate in training or coaching necessary to their voluntary duties
Provide prompt reimbursement to volunteers for previously agreed out of pocket expenses	Submit claims with receipts promptly for previously agreed out of pocket expenses
Make sure volunteers are well informed and have the information they need to do their jobs	Take responsibility for staying informed
Protect the confidentiality of personal information relating to volunteers	Use information gained in the course of volunteering with sensitivity and discretion
Work with volunteers to promote an environment that enables volunteers to get the most out of volunteering	Let the Club know if they have any concerns when things go wrong
Provide well maintained equipment and vessels	Take good care of equipment and vessels under their control
Actively and formally recognise and value the contribution of volunteers	Have fun and enjoy!

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4. Roles and responsibilities

General Committee

- Provides guidance, assistance and strategic direction regarding the aims and objectives of the Volunteer Program
- Actively supports and champions the role of the Volunteer Coordinator and the Volunteer Program
- Is accountable for the overall function of the Volunteer Program
- Rewards and recognises the effort of volunteers.

Operations Director

- Reports to the General Committee regarding the Volunteer Program
- Takes the lead with discussions at the General Committee regarding the Volunteer Program
- Provides the Volunteer Coordinator with reports back from the General Committee regarding the Volunteer Program and other information relevant to the operation of the Volunteer Coordinator's role and that of the Volunteer Program
- Coordinates office support and administration in a timely manner to the Volunteer Coordinator
- Keep confidential records of all complaints.

The Office

- Under the guidance of the Operations Director, the Office is responsible for the day to day management of the Program
- Establish, manage and update the Volunteers' database and soft copy records and data
- Provide reports and other information to the Volunteer Coordinator
- Establish a Volunteer Program office system for hard copy record keeping of Application and Personal Details form, Volunteer Information Packs, Forms and other information
- Issue and receive Volunteer Application and Personal Details Forms
- Forward communications from members regarding volunteering to the Volunteer Coordinator
- Organise Volunteer events including end of year recognition celebration, training programs and briefings

Committee Chairs

- Liaise with the Volunteer Coordinator within the framework as outlined in these Operational Guidelines
- Liaise with the Volunteer Coordinator regarding specific planning requirements in a timely manner
- Supervise the volunteers who work within and/or support the Chair's Committee, event or activity
- Orientate new volunteers into their Committee, activity or event
- Informally recognise and reward volunteers who go "above and beyond" and/or for long service in a volunteering role
- Treat all volunteers with respect and courtesy irrespective of the immediate pressure or circumstance
- Take responsibility for recruiting volunteers over and above that of the role of the Volunteer Coordinator

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Volunteer Coordinator

- The role of the Volunteer Coordinator is to take the lead with the overall development and management of the Volunteer Program with the view to ensuring that Royals has an adequate supply of volunteers who have been through an appropriate induction process and are well trained
- Recruit new volunteers following the Recruitment process outlined in these Operational Guidelines
- Support the Committee Chairs to source appropriate volunteers for Club events and activities, though it is not the sole responsibility of the Volunteer Coordinator to source or enlist volunteers
- Coordinate the Induction Training for new volunteers
- Promote the role of volunteering at the Club and encourage new and current members to volunteer
- Develop and implement an annual Business Plan in line with the Club's schedule of events and sailing activities
- Regular communications through e-News
- Evaluate event management to ensure volunteers are receiving adequate briefings and/or instructions before and during the event as well as obtain feedback for continuous improvement of future events.
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5. Forms

Forms are available from the Office or the Volunteer Coordinator including a Volunteer Application form for new volunteers expressing an interest in becoming a volunteer and the Volunteer Personal Details form for existing volunteers. These forms will be retained by the Office and usual confidentiality and privacy rules apply to all personal information.

6. Volunteer recruitment

Whilst volunteers will be generally be RYCV members, it is acceptable for a Club member's family or associate(s) to volunteer their services. All volunteers will be accepted based on their area of expertise, experience and interests and the Club's requirements. RYCV will adhere to both State and Federal legislative requirements in respect to equal employment opportunity principles. An expression of interest in volunteering with the Club shall be made by completing a Volunteer Application form obtained from the Office. The Volunteer Coordinator will meet with the prospective volunteer and:-

- Explain the role of a volunteer at the Club
- Determine the interests, experience and availability of the volunteer
- The Volunteer Coordinator will liaise with the relevant Committee Chair or Flag Officer to secure a role for the new volunteer.

7. Induction program

Volunteers will have access to a planned induction program which introduces the volunteer to the work environment and provides training that enables them to successfully perform their tasks. The induction may involve the Flag Officers, experienced volunteers, Office staff and those with whom the new volunteer will be working.

The induction will include the following:-

- An overview of the RYCV including history, management structure, committee information, office services, membership services and the Club's strategic plan
- An orientation and tour of the Club's facilities including...

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- The amenities
- Where to secure valuables
- Access to water, tea and coffee
- Where equipment and supplies are kept
- Location of First Aid equipment
- Parking arrangements
- Specific work space areas
- Evacuation Procedures
- An overview of the role of a volunteer
- A copy of this document
- Introduction to Occupational Health & Safety at the Club, safety equipment, boat handling (if relevant), emergency procedures, first aid stations and first aid officers

Volunteers have a responsibility to attend the scheduled induction session and to familiarise themselves with the relevant documentation, guidelines and information provided.

8. Occupational Health and Safety

The Occupational Health and Safety Act (2004) states that “for the purpose of this Act, where a person, in connection with a trade or business carried on by the employer, performs work for an employer gratuitously, the person will be taken to be employed by the employer.”

An interpretation of these words is that where a person performs work for an employer without payment, in connection with a trade of business, the person is deemed to be employed by the employer and the employer has the same responsibilities towards volunteers as it does to its paid employees.

RYCV has a responsibility to:

- Ensure volunteers are provided with a safe working environment, safe system of work, plant and substances in a safe condition and adequate facilities as prescribed for their welfare
- Provide volunteers with adequate information, instruction, training and supervision as far as is reasonably practicable, to ensure that they are safe from injury and risks to health which includes stress and emotional well-being
- Ensure volunteers are informed of and understand the Club's OH&S policies and procedures
- Ensure volunteers are provided with information and training in the safe use of Club equipment and tools
- Ensure volunteers are provided with access to critical incident debriefing and access to Flag Officers and/or other persons in order to discuss issues relating to emotional welfare and well-being
- Not knowingly place volunteers in situations of risk
- Ensure that volunteers are made aware of their responsibilities through the Volunteer Induction Program
- Provide access to OH&S [policies](#) and procedures, OH&S Accident or Incident Report Forms, Hazard Identification Report Forms

Volunteers have a responsibility to:

- Be aware of and follow the Club's OH&S policies and procedures
- Attend relevant training sessions including regular skills or knowledge updates within the area of volunteering
- Use personal protective equipment such as PFDs, ear protectors, safety goggles etc
- Inform the Office or an appropriate Flag Officer of any safety or health hazards identified in the course of undertaking volunteer activities
- Inform the Office or a Flag Officer of any incident, near miss or issue affecting the volunteer's well-being and complete the relevant documentation as required by legislation and the Clubs OH&S procedures.

9. Training and development programs for volunteers

Volunteers benefit from learning in the same way as paid staff. Training programs can facilitate increased skill levels and address a range of learning needs and provide an opportunity to connect more effectively with their volunteering tasks.

RYCV has a responsibility to ensure that all volunteers have adequate and appropriate training relative to the expected tasks to be undertaken prior to the commencement of duty with the Club as well as update regularly throughout their volunteering experience.

It is recognised that training may be required prior to starting the volunteer role, that training may or may not be job specific and that it may be provided on an ongoing basis as required.

The Club will also record and maintain documentation on all training required and undertaken by each individual volunteer. Periodically, the Club should undertake a training needs analysis with volunteers to identify the training needs of all volunteer positions.

10. Confidentiality

Volunteers may have access to private and confidential information and it is important that volunteers (like paid staff) are respectful of the information with which they are dealing and that they are aware of their responsibilities in relation to issues such as confidentiality and other sensitive information.

RYCV has a responsibility to:-

- Protect the confidentiality of personal information relating to volunteers
- Ensure that volunteers understand their requirements and responsibilities in relation to observing the confidentiality of information

Volunteers have a responsibility to:-

- Use information gained in the course of their volunteer work with sensitivity and discretion
- Observe confidentiality and privacy requirements as outlined in the Privacy Act and the Health Act.

11. Reimbursement of out of pocket expenses

Volunteers should not be out of pocket as a result of carrying out legitimate tasks for RYCV. Prior to expenses being incurred the volunteer should obtain a purchase order from the Operations Director. Reimbursement should be made as soon as possible and at least within two weeks following receipt of the volunteer submitting appropriate tax invoices/receipts.

12. Complaints resolution procedure

RYCV is committed to an environment that is free from intimidating, bullying, discrimination and harassment. RYCV recognises the rights of volunteers to express their concerns about issues in the Club or tasks allocated to them and to raise grievances within the procedures designed to support and protect those involved.

Every effort should be made to resolve any problem early with open communication and in a cooperative manner. Conflict may relate to a person(s) or an issue and may include conflict:-

- Between a volunteer and Club staff member
- Between the volunteers themselves
- Between a volunteer and a Club member

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- About the physical “working” environment or equipment
- About the task allocated

Complaints may be received from a:-

- Volunteer
- Member of paid staff
- Club member’s family member or friend
- Member of the general public

Club policies, rules and bye-laws can be accessed on the Club’s website via the following link.
<https://rycv.com.au/membership/rules-bylaws-policies/>

Sometimes no more than a difference of opinion occurs and people can agree to differ with no disruption to the smooth functioning of the Club. However some conflict situations call for a resolution otherwise the result will be constant tension or failure to achieve goals.

Achieving agreement and resolution does not mean that one party needs to give away their values and perspective, rather it encourages the inclusion rather than the exclusion of differences with all parties benefiting.

The resolution procedure detailed in the [Club’s Rules](#) and [Member Protection Policy](#).

13. Recognition and acknowledgement

Volunteers should be recognized and acknowledged for their contribution, commitment and the valued role they undertake at the Club. Although it is not possible or appropriate to offer any monetary rewards to volunteers, there are other ways that volunteers can be acknowledged and recognised. This should be done on an ongoing and regular basis with a balance between formal and informal recognition strategies.

There are two special dates during the national and international calendar year which are specifically scheduled to recognize and acknowledge volunteers. These date are:-

[National Volunteer Week](#) – 20th– 26th May 2019 and [International Volunteers Day](#) which is celebrated on the 5th of December each year.

Some suggestions for formal and informal recognition and acknowledgement include:-

- Saying “thank you” for a job well done or sending out e-mails, letters or cards of thanks
- Conducting welcome and farewell functions for volunteers
- Being aware of and acknowledging birthdays (especially if the volunteer is volunteering at the Club on the day!)
- Celebrating special anniversaries and milestones (e.g. 5, 10, 15 years of service)
- Issuing certificates of appreciation
- Appointing a Club member of the Year Awards
- Publicly thank volunteers at special times eg during National Volunteers Week, a regatta or other significant event
- Organise a photo board of volunteers in action and display the board in a prominent place
- Acknowledge individuals in newsletters, e-News, the Web or other publication